

Clipper® Executive Board

February 23, 2026

Agenda Item 4b

Clipper® Operations and Performance Update

Subject:

Update on Clipper System operations and customer service performance following the launch of the Next-Generation Clipper (C2) system to the public on December 10, 2025.

Background:

The start of customer transition to the Next-Generation Clipper (C2) System on December 10, 2025 was accompanied by issues with device functionality, back-office operations, and card account migration. While Cubic Transportations Systems in its role as C2 System Integrator has continued to investigate open maintenance tickets, implement configuration changes and release fixes to address identified issues, the volume of customer-initiated contacts to the Clipper Customer Service Center via phone and email have continued to be significant through January and early February with MTC staff managing customer escalations that have reached MTC via email, phone and social media postings.

Card-Based Clipper Operations

In January, there were over 11M card-based transactions, generating over \$26M in revenue.

Next-Generation Clipper Operations

In January, customers used credit and debit cards (open payments) to pay for over 1M trips systemwide, accounting for 8.1% of all Clipper trips and generating over \$5M in fare revenue. Of these trips, over 431,000 open payments trips were on operators other than BART, generating over \$1.3M in fares. On BART, the percentage of open payments trips increased from 12% in December 2025 to 13.6% in January 2026. BART had the highest percentage of open payments trips, followed by Golden Gate Transit (10.5%), Golden Gate Ferry (10%), and WETA (7.4%). In January, open payments transactions accounted for 7.6% of all weekday trips and 10.1% of all weekend trips systemwide, reflecting the trend of higher weekend usage (as observed on BART over the past few months as well). Open payments usage on BART has also increased slightly since December 10, 2025, reaching an average of 13% on weekdays and 16.8% on weekends.

Systemwide, account-based Clipper fare cards accounted for 13% of all trips made in January, up from 3.5% in December. There were over 1.7M account-based, non-open payments trips systemwide, generating around \$6M in fares.

Clipper Call Center Performance

As reported in January, WSP USA Services Inc. is under contract to provide Next-Generation Clipper customer services. Unfortunately, call center performance continues to suffer due to the high number of migration issues affecting the availability of Clipper cards, value and complete transaction histories; account login problems; and functionality issues affecting key tools such as the Customer Relationship Management (CRM) tool and Discount Management Portal. MTC and WSP continue to meet daily to review customer service center performance and identify opportunities to improve call center processes, escalate technical issues and develop new workarounds. Please see Attachment A for graphics illustrating call center activity and Clipper system usage since December 10, 2025. Patrick McGowan, Senior Vice President, Mobility Operations Director, of WSP will also attend the Clipper Executive Board meeting on February 23, 2026 to provide an update on WSP performance and operational changes that have been implemented in response to Clipper Executive Board feedback at the January 26, 2026, meeting.

Issues:

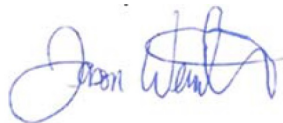
None identified.

Recommendations:

None.

Attachments:

- Attachment A: Next-Generation Clipper Performance Graphics
- Attachment B: Next-Generation Clipper Customer Service Center Performance Presentation



Jason Weinstein